

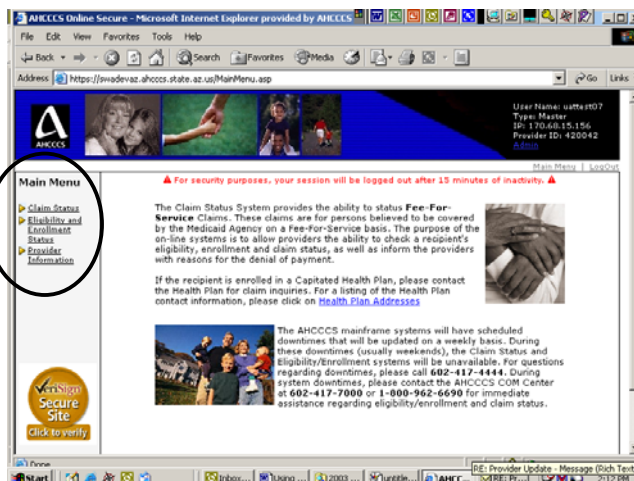
Using the AHCCCS Web Site

www.ahcccs.state.az.us

AHCCCS has created a Web application that allows you to check the status of fee-for-service claims and verify recipient eligibility and enrollment using the Internet. You also can update your Correspondence address on-line. The Web application also allows you to view (but not update) your Service and Pay-to Addresses, Group Affiliations, and Authorized Signatures.

To create an account and begin using the application:

1. Open the **AHCCCS Home Page** at www.ahcccs.state.az.us.
2. Click on the **Information for Providers** link to go to the **Providers** page.
3. Click on **Check Eligibility/Enrollment and Claim Status on-line** link to begin creating an account. Registered users also will click here to begin using the Web application.
4. Use the Main Menu to select the action you wish to take.



Master accounts and Individual accounts can be created. Both types of accounts will allow you to check claims status and view eligibility and enrollment information. However, a Master account holder also has the ability to administer all Individual accounts for the same provider. This allows a provider representative, such as a billing supervisor or office manager, to monitor and maintain access to information from the system.

When the Master account sign-up process is completed, a letter is generated and sent to the mailing address specified by the Master account holder. The letter contains the authentication code necessary to activate the Master account.

Once the Master account is activated, the Master account holder will have the ability to activate new Individual accounts. Master account holders will receive an email each time an Individual account is created, notifying the Master account holder that the Individual account is awaiting activation.

Providers should direct *technical questions only* to the AHCCCS Customer Support Unit at (602) 417-4451. The unit can assist providers with issues such as accessing the Web site, setting up master and individual accounts, and resolving error messages. All other questions regarding information displayed on the Web site should be directed to the appropriate AHCCCS unit (e.g., Claims Customer Service, Provider Registration, Verification Unit, etc.).